ANNUAL REPORT

1 9 8 7 1 9 8 8

MINISTRY OF LABOUR AND CONSUMER SERVICES

89-05316/

British Columbia Cataloguing in Publication Data

British Columbia. Ministry of Labour and Consumer Services.
Annual report. — 1985/86 –

Continues: British Columbia. Ministry of Labour. Annual report. ISSN 0705-9698
Report year ends March 31.
ISSN 0836-1126

1. British Columbia. Ministry of Labour and Consumer Services — Periodicals. 2. Labor policy — British Columbia — Periodicals. 3. Labor and laboring classes — British Columbia — Periodicals. 4. Consumer protection — British Columbia — Periodicals.

HD8109.B7B75 354.711'068

The Honourable David C. Lam
Lieutenant Governor
Province of British Columbia

May it please your Honour:

The 69th Annual Report of the Ministry of Labour and Consumer Services for the fiscal year ending March 31, 1988, is respectfully submitted.

Honourable Lyall Hanson
Ministry of Labour
and Consumer Services

The Honourable Lyall Hanson
Minister of Labour and Consumer Services
Province of British Columbia

Honourable Minister:

I have the honour to submit herewith the Annual Report of the activities of the Ministry of Labour and Consumer Services for the fiscal year ending March 31, 1988.

Lee Doney
Deputy Minister

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Ministry of Labour and Consumer Services Legislation

(as of March 31, 1988)

Blind Persons Rights Act
Cemetery Act
Cemetery Company Act
Cemetery (Municipal) Act
Commercial Tenancy Act
Consumer Protection Act (1979) R.S.B.C. Chapter 65
Credit Reporting Act
Cremation Act
Debt Collection Act
Debtor Assistance Act
Employment Standards Act
Fire Department Act
Funeral Plan Act
Human Rights Act
Inflation Control Act
Industrial Relations Act
Insurance Corporation Act
Insurance (Motor Vehicle) Act
Labour Regulation Act
Liquor Control and Licensing Act
Liquor Distribution Act
Metro Transit Collective Bargaining Act
Ministry of Consumer and Corporate Affairs Act
Ministry of Labour Act
Motor Dealer Act
Pyramid Distribution Act
Railway and Ferries Bargaining Assistance Act
Rent Distress Act
Residential Tenancy Act
Sale of Goods Act
Trade Practice Act
Trading Stamp Act
Travel Agents Act
Wage (Public Construction) Act
Workers Compensation Act
Workplace Act

Labour Relations Programs

Employment Standards Branch

The Employment Standards Branch assists in the resolution of employment disputes as an unbiased, independent participant. The branch also conducts investigations of applications initiated by involved parties pursuant to the *Employment Standards Act*. In addition, it conducts investigations and provides conciliatory assistance and other special services to the Industrial Relations Council and to the B.C. Council of Human Rights. The Employment Standards Branch derives its legislative authority from the *Employment Standards Act*, the *Industrial Relations Act* and the *Human Rights Act*.

The employment standards program was established to provide fair and equitable working conditions for employees including the manner and frequency of wage payment, minimum standards affecting wages, working hours, annual vacations, general holidays, maternity protection and termination of employment provisions.

The implementation of the employment standards program and the services offered to the Industrial Relations Council and the B.C. Council of Human Rights are delivered by Industrial Relations Officers (IROs), Employment Standards Officers (ESOs), and an administrative support staff. In 1987-88, the Branch complement consisted of 58 officers, who were supported by 39 administrative staff members and 8 management positions in 14 office locations.

Staff distribution through the Province is determined by the population, transportation routes and the number of requests for service received by the Branch. Approximately 60 per cent of Branch assignments arise in the Lower Mainland and Victoria areas. During the reporting year, the Branch received 16,788 assignments.

An internal review mechanism contained in the Employment Standards legislation allows concerned parties to appeal the decisions of the Branch. This process has been recognized as an expeditious and economically viable approach to dispute resolution without the need to incur expensive legal costs.

In March, 1988, Statistics Canada estimated the total number of employees in the Province at 1,341,000. The number of employers registered with the Workers' Compensation Board was 94,074.

Table 1 Employment Standards Branch Activity Summary 1987/88

Wage Recovery	
Number of certificates issued	980
Value of certificates	$3,741,397
Number of orders to pay issued	1,452
Orders to pay reviewed by the Director pursuant to Section 13	109
Hearings held pursuant to Sections 83 and 84	57
Total user fees collected for reviews	$34,722
Recovered by litigation	$1,920,041
Recovered by voluntary compliance	$3,496,199
Assignments for Employment Standards	14,632
Assignments for Industrial Relations Council	1,846
Assignments for B.C. Council of Human Rights	310
Employment agency licenses issued	167
Farm labour contractor licenses issued	59

Child Employment Permits	
General permits issued	236
Fruit, berry and vegetable industry permits	720
Total child employment permits	**956**

Compensation Advisory Services

Compensation Advisory Services are established under Section 94 of the *Workers Compensation Act* to assist workers and employers in their dealings with the Workers' Compensation Board.

The Act requires the Workers' Compensation Board to provide compensation to workers for personal injury or industrial disease arising from employment. Compensation may include medical aid, wage loss, permanent disability pensions and vocational rehabilitation assistance for injured workers and/or dependents.

The *Workers Compensation Act* was amended by the *Workers Compensation Amendment Act 1985* which established a revised appeal structure to address the current backlog of claims' appeals.

Workers' Adviser

The office of the Workers' Adviser provides advice to injured workers and their dependents about the benefits and policies of the WCB. Appeal assistance is provided in cases involving complex legal, medical or important policy issues. Advisers meet with WCB officials to resolve specific claims issues which may not require appeals, and on general matters of policy and practice. Also, Advisers provide training seminars to unions, professional associations and other organizations which assist workers in the appeal process.

In addition, Adviser activities include telephone and personal interviews, providing written advice, assistance in resolving claims problems with the WCB, preparing written submissions to the various appeal bodies, representation at hearings, and training seminars.

Clients of the program include British Columbian and other injured workers who have WCB claims, along with their dependents, union representatives, and injured workers' associations.

In 1987-88, the number of incoming calls increased approximately 18 per cent and new enquiries for specific advice increased significantly. A toll-free line, installed in July 1987, has been very actively utilized by injured workers and dependents around the province.

Referrals to the office from union members (representing over 90 unions) increased 74 per cent and referrals from MLAs were up 38 per cent over the previous year.

As the backlog of appeals in the Workers' Compensation system is addressed, more injured workers call upon the branch for assistance and representation at the various levels of appeal. Advisers have multiplied their efforts in this regard and overall representation is up 60 per cent over the preceding fiscal year (42 per cent at the WCB,

55 per cent on written submissions to the Review Board, 74 per cent at Review Board hearings, and 100 per cent in written submissions to the Commissioners of the Board). Also, between September and March, advisors handled over 200 procedural requests to assist injured workers in advancing their claims with the WCB.

Intake procedures have been restructured utilizing two assistant advisers. This has dramatically decreased the time required to provide written initial advice to injured workers and their representatives.

In addition, a computerized case management system is being implemented. This will provide a useful research facility and further assist staff in responding to public inquiries and caseload management.

Meetings were held with injured workers, interest groups, and WCB staff throughout the province in order to provide adviser presence outside the lower mainland and assist with complex claims.

Training activities doubled over the previous year. Seminars were provided to: injured workers associations, unions, professional associations, Review Board staff, government personnel officers, executive assistants, and paralegals. A paper was presented to a national conference on workers' compensation.

Table 2 Workers' Adviser Activity Summary 1987/88

Incoming calls	14,534
800 line calls	2,673
New inquiries	3,856
Carried over	579
New files	317
Re-opened files	87
Files closed	335
Total active files	**648**
Review Board Hearings	47
Review Board Submissions	96
Commissioners Submissions	80
WCB Submissions	129
Total	**352**
Appointments	1,046
Seminars presented	30
Duty advice	3,856
Union referrals	958
Unions/Associations assisted	92
Minister referrals	286
Total	**2,412**

Employers' Adviser

The office of the Employers' Adviser is established under Section 94 of the *Workers Compensation Act*. Employers' Advisers provide independent advice, assistance and information to employers, potential employers, and employers' associations.

Employers' Advisors:

- provide advice and assistance in response to telephone or written enquiries about workers' compensation legislation, decisions, appeals, policy and related matters;
- prepare submissions to the Workers' Compensation Board, Workers' Compensation Review Board, Commissioners, Medical Review Panel and assist or represent employers at oral enquiries conducted throughout British Columbia;
- assist employers in dealing with the assessment department of the Workers' Compensation Board with respect to new registrations, incorrect classifications, experience rating problems, cost relief, and appeals to the Director of Assessments and Commissioners. Successful resolution of assessment problems often takes place at the department level;
- assist employers in dealing with the Occupational Health and Safety Division of the Board including assisting in the preparation for a "show cause" hearing or a Commissioners' appeal; and,
- assist employer associations by conducting educational and training seminars and participating in speaking engagements.

The Workers' Compensation system is funded by assessments on employers' payrolls. The cost of the Employers' Advisers is recovered from the Workers' Compensation Board.

Throughout 1987-88 the office experienced continuing pressure to maintain existing levels of service as the B.C. employer community became more aware of these services and the rights of the employer. Three advisers serve the B.C. employer community.

Workers' Compensation Review Board

The Review Board, established under Sections 89 and 90 of the *Workers Compensation Act*, is an independent administrative tribunal separate from the Workers' Compensation Board. The Review Board considers appeals of decisions made by officers of the Workers' Compensation Board on claims by workers under the *Workers Compensation Act*.

Eighty per cent of all appeals are dealt with by way of oral hearings, the balance by way of written submissions and file reviews. All findings of the Review Board must be in writing.

Appellants (workers, dependents or employers) are located throughout the Province in all industries which fall within the scope of coverage of the *Workers Compensation Act*. The Review Board holds hearings in 14 communities throughout British Columbia.

In 1987 the number of Review Board Panels was increased to 14 to deal with the large influx of appeals. These appointments have had an immediate impact in reducing the waiting time for an oral hearing (from almost 15 months in April, 1987, to 7¾ months in March, 1988) as well as reducing the time of disposition of appeals by almost half (from 23¾ months in April, 1987, to 12¾ months, March, 1988).

The majority of appeals are dealt with by a three-person panel comprised of the Chairman or a Vice-Chairman and two members, one with a background associated with labour interests and the other with a background associated with employer interests.

1987/88 saw the introduction of the one-person panel, a vice-chairman, to consider the less complicated appeals which has provided the Review Board and appellants with more flexibility in disposing of these appeals quickly.

In 1987/1988 a Chairman's committee was established consisting of the Chairman, the senior Vice-Chairman, and the Registrar. This committee convenes to consider complaints of Review Board conduct or procedure and allegations of breach of natural justice. The Committee also sits as a panel to determine preliminary jurisdiction questions of importance or precedential impact.

Appeals received in 1987/1988 totalled 4,307, while findings rendered totalled 5,721.

Consumer Programs

Consumer Credit and Debtor Assistance Branch

Established in 1977, this Branch assists individual consumers in repaying their debts by mediating with their creditors and by providing counselling on consumer credit matters.

In serving both those who lend money and those who owe money, Branch staff serve the best interests of the debtor, who might otherwise go bankrupt, and the creditor, who might otherwise not receive payment.

Branch staff:

- counsel debtors to make repayment arrangements with their creditors while still maintaining a reasonable standard of living;
- regulate activities of credit grantors, collection agencies and bailiffs. They also monitor and ensure compliance with provincial credit legislation and debt legislation;
- maintain contact with debtors, creditors, bailiffs and Federal and Provincial government agencies on credit and debt matters; and,
- answer inquiries on debt problems and credit legislation as well as liaise with schools, community groups and the credit industry.

These major activities are carried out through the Debtor Assistance Program. Legislative authority is granted by the *Debtor Assistance Act, Debt Collection Act,* and Part X of the *Federal Bankruptcy Act.*

These laws govern the relationship between creditors and debtors, define the rights and responsibilities of each, and set the mandate for regulating activities of marketplace participants in debt-related matters.

The objective of this program is to help debtors repay debts consistent with their ability to pay.

In particular, Branch staff can:

- arrange meetings between a debtor and his creditors to bring about satisfactory arrangements for settlement of debts;
- advise and assist a debtor in preparing a plan for settlement or repayment of debts;
- aid a debtor in obtaining postponements, adjustments or extensions of time for payment of his debts;
- provide advice and assistance to a debtor who cannot meet his liabilities and who through court proceedings or otherwise is being pressed for payment by his creditors;
- provide information on consumer credit and debt matters; and,
- receive money in trust from a debtor for transmission to creditors according to the debtor's instructions.

The Branch first attempts to help the client find his or her own solution to a particular debt problem. This usually involves an assessment of the client's income and financial commitments before encouraging discussion with creditors to work out a mutually acceptable repayment plan.

If a client is unemployed, bankrupt or facing a creditor who must resort to foreclosure or repossession, information about rights and responsibilities of the debtor is also supplied.

Four counsellors and a supervisor work from a Vancouver office which services Vancouver, the Lower Mainland, as well as the Prince Rupert, Kitimat and Terrace areas.

Two counsellors headquartered in Kamloops cover the Prince George, Okanagan, Kootenay and Kamloops regions.

Another two counsellors are stationed in Victoria to provide services for residents of Vancouver Island.

During the year under review, Branch staff counselled 5,290 clients. That represents a decrease of 675 (12.3 per cent) clients compared to the previous reporting year. Approximately 90 per cent of clients counselled live in British Columbia's largest urban areas — Greater Victoria, Greater Vancouver, Kamloops, Penticton, Kelowna, Prince George and the Kootenays.

Activities under the Federal *Bankruptcy Act*

British Columbia is one of six provinces delegated responsibility from the Government of Canada to administer Part X of the *Bankruptcy Act*.

Along with Nova Scotia, Prince Edward Island, Manitoba, Saskatchewan and Alberta, British Columbia debtors are able to apply to a Ministry debt counselling office for consolidation orders which set out terms for the orderly repayment of debts. The order specifies the name and amount owing to each creditor, the amounts of payment and the schedule of payments to the courts.

In essence, the consolidation order amounts to a judgement of the court in favour of each creditor named in the order.

With consolidation orders, the duty of the courts is to ensure money paid to the Debtor Assistance Branch is disbursed to creditors in line with terms of the order.

The Debtor Assistance Branch works with debtors to prepare their applications for consolidation orders and liaises with courts and creditors on issues related to orderly payment of debt caseloads.

During the reporting year, 683 orderly payment of debt orders were granted, an increase of 225 orders or 49 per cent over the previous year.

The office of the Superintendent of Bankruptcy reported that during the 1987 calendar year, each consumer bankruptcy assignment filed represented $21,756.00 in losses to the business and credit economy in British Columbia. By helping prepare and grant consolidation orders through the orderly debts program, the Branch helped avert 683 bankruptcies which potentially could have cost the B.C. economy $15 million dollars.

By working with debtors to prepare and comply with the terms of the order, the Branch has also played a useful role in reducing the demand on court services. Had the debt repayment option not been in place, the 1,744 ongoing orderly payment of debt orders in place during the reporting period might otherwise have resulted in 14,000 court actions.

The Branch was successful in working with its clients to return $3,540,609 to creditors during the 1987-88 fiscal year — a $647,710 or 22.4 per cent increase over the previous year.

As noted above, counsellors may also negotiate less formal repayment arrangements with a debtor's creditors and hold the debtor's money in trust for disbursement to creditors.

Debt Collection Administration

The major activity of the Debt Collection Administrators is to license and regulate the activities of debt collectors and bailiffs.

The Branch regulates collection and seizure practices of agencies and court bailiffs to ensure that undue pressure is not exerted on debtors, their families or their employers.

Bailiffs and collection agents must be licensed and must conduct their operations in accordance with provisions of the *Debt Collection Act*. Collection agents or private bailiffs may be prosecuted for contravention of the Act.

In 1987-88, 145 licenses were issued to debt collection agencies, while 723 licenses were issued to collectors employed by these agencies. One hundred and forty-three written complaints were handled as were 237 telephone enquiries/complaints. Twenty-five licenses were suspended or cancelled.

During the year regulations were amended to:

- provide financial reporting requirements;
- increase minimum bonding requirements from $2,500 to $10,000 for collection agencies;
- increase license fees which had not been adjusted since 1973.

Branch and Resources

In 1987-88 the Debtor Assistance Branch employed a total of 22 full-time equivalents; 20 in the Debtor Assistance area and 2 in debt collection administration.

Total expenditures for the Branch were $836,367.

A new automated system became operational in August of the fiscal year 1988-89. This will increase accounting production considerably, and allow the branch to redirect staff during the 1988-89 fiscal year.

Table 3 Debtor Assistance Branch Activity Summary

	1985-86	1986-87	1987-88
Debt-counselling sessions	5,491	5,965	5,290
OPDs granted	398	458	683
OPDs paid/defaulted/settled	390	420	514
Total OPD/DAB caseload	1,510	1,570	1,744
Funds disbursed by OPD	$2,509,692	$2,570,329	$2,925,215
Funds disbursed by DAB	332,454	322,570	615,394
Total funds disbursed	**$2,842,146**	**$2,892,899**	**$3,540,609**

Table 4 *Debt Collection Act* Activity Summary

	1985	1986	1987
Agency licenses issued	145	137	145
Collector licenses issued	560	496	723
Written complaints	221	144	143
Telephone complaints	327	214	237
Total complaints	**548**	**358**	**380**
Licenses (cancelled/refused/suspended)	17	2	25
Prosecutions	0	0	0
Gross collections	$40.0*	$41.0*	$45.0*
Bonds posted	$ 3.4*	$ 3.2*	$ 4.0*

* millions of dollars

Registrar of Reporting Agencies

Consumer credit is a major industry in British Columbia. At the end of 1987-88 there was approximately $8 billion in consumer credit outstanding in British Columbia and approximately $17 billion in residential mortgage credit.

The two major activities of the Registrar of Reporting Agencies are to regulate activities of the credit industry as outlined in the *Credit Reporting Act* and to assume administrative responsibility for all credit issues such as advertising, disclosure, and credit practices provisions of the *Consumer Protection Act*.

The registrar is responsible for registering reporting agencies, developing policies for their operations, and handling complaints received by consumers.

Regulations apply to credit bureaus, retail department stores, oil companies, insurance companies, banks, credit unions, trust companies and all others who keep and give out personal information as part of their business activity.

There are guidelines to control the type of information which can be collected, where it can be stored, who can obtain it, and the purpose for which it can be obtained. Disclosure provisions are also included. For example, the sources of information and the names of credit reporting recipients must be provided to consumers upon request.

Table 5 Reporting Agencies Activity Summary 1987/88

Agencies registered	42
Consumer inquiries	1,545
Credit bureau disclosures	35,000
Licenses suspended	0
Prosecutions launched	0

Investigation Services Branch

This Branch, formed in 1973, investigates alleged offences against consumer protection laws and initiates enforcement proceedings where necessary.

The statutes which give rise to most investigations are the *Consumer Protection Act* and the *Trade Practice Act*.

The *Consumer Protection Act* provides disclosure rules for consumer sales contracts and sets conditions for food plan contracts, fitness and health contracts, and negative option schemes. It is designed to promote fair dealing in the market place and to prevent misleading or unconscionable acts or practices.

The *Trade Practice Act* applies to most contracts between individuals and businesses except real property, securities and contracts for insurance.

The following statutes are also administered by the Branch:

Blind Persons Rights Act, Commercial Tenancy Act, Consumer Protection Act, Pyramid Distribution Act, Sale of Goods Act, Trade Practice Act, and *Trading Stamp Act.*

The Branch also provides investigation services relating to the *Cemetery Act, Cremation Act, Funeral Plan, Residential Tenancy Act, Travel Agents Act, Cemetery Company Act, Credit Reporting Act* and *Debt Collection Act.*

Investigations can be carried out anywhere in the Province. Investigators are situated in Prince George, Kelowna, Vancouver and Victoria.

The major areas of complaint during the year were related to misleading and deceptive practices affecting the elderly and disabled, particularly with regard to home repairs.

Table 6 Investigation Services Activity Summary

	84/85	85/86	86/87	87/88
Files Opened	611	982	1,233	1,625
Telephone Complaints	7,806	12,256	13,370	20,060
Prosecutions	3	4	6	28
AVCs	6	8	3	13
Declarations/Injunctions	0	2	3	2
Warnings	0	0	0	67

Motor Dealer Licensing

The Registrar of Motor Dealers is responsible for administering the *Motor Dealer Act* and regulations.

The Motor Dealer Licensing Branch has offices in Victoria, New Westminster and Kelowna. Motor dealer inspectors travel throughout British Columbia to ensure dealer compliance with the Act and Regulations.

Branch staff:

- process applications for registration;
- issue registration to successful applicants;
- provide yearly renewal registration to 1,529 motor dealers;
- collect registration fees ($286,000);
- maintain files and records of securities posted by motor dealers and ensure that securities are kept current;
- conduct inspections of motor dealers' premises, records and motor vehicles offered for sale;
- investigate consumer complaints of alleged violations of the Act and recommend prosecutions where applicable;
- identify and investigate individuals who carry on the business of a motor dealer without registration.

When necessary, the Registrar conducts hearings to suspend or cancel a motor dealer's registration, or to refuse registration of a new applicant. The Registrar also meets with motor dealer associations throughout the Province to discuss industry problems and possible legislation changes.

The *Motor Dealer Act* came into effect in January, 1979. The Act requires that a person must be registered to carry on business as a motor dealer. To obtain registration, a motor dealer must maintain and occupy proper business premises in a properly zoned area; have a display area; and operate repair facilities or maintain a service contract with a repair outlet. The premises must be identified by a sign and the applicant must post security of $5,000.

The Act also provides that certain information regarding a motor vehicle, if known to the dealer, must be passed on to the purchaser via the purchase and sales agreement.

The purchaser must be informed if:

- a vehicle is known to have been a taxi, a lease or rental unit or a police vehicle;
- a used motor vehicle has been damaged at a cost exceeding $2,000;
- a vehicle has been brought into the Province for resale, or if it was previously registered in another jurisdiction.

The seller must also disclose whether the odometer of the motor vehicle accurately records the true distance travelled by the motor vehicle. All motor vehicles offered for sale must have a selling price affixed to them.

Table 7 Motor Dealer Licensing Branch Activity Summary

	84/85	85/86	86/87	87/88
Renewals	1,474	1,456	1,525	1,529
Inspections	1,680	1,648	1,496	1,260
Violations Investigated	240	317	309	408
Inquiries	3,368	3,513	3,247	6,167
Hearings	33	16	30	33
Charges	8	6	19	23
Warnings	0	0	0	168

Residential Tenancy Branch

The Residential Tenancy Branch administers the *Residential Tenancy Act* and aims to encourage self-resolution of landlord-tenant problems through public education and information. The branch also provides an accessible and inexpensive means of formal resolution for certain disputes.

Principal functions of the Branch are to:

- provide information to landlords and tenants on their rights and responsibilities under the legislation through telephone inquiries, personal interviews and correspondence;
- administer a dispute resolution process using government appointed arbitrators;
- examine and investigate alleged contraventions of the *Residential Tenancy Act* and take appropriate action including informational mediation and recommendation for prosecution;
- conduct ongoing research and monitoring of the rental housing market, including collecting data from Notices of Rent Increases respecting mobile home pad tenancies; and,
- improve public awareness of *Residential Tenancy Act* provisions by providing speakers to landlord, tenant and community groups.

The *Residential Tenancy Act* regulates all major aspects of landlord-tenant relationships for residential premises, including rights and responsibilities of landlords and tenants, methods and reasons for terminating tenancies, repair and maintenance of premises, rent increases, security deposits, monetary claims and compensation. Mobile home pad tenancies are also regulated under the Act.

Remedial legislation governing residential tenancies in British Columbia was first introduced in 1974. These recommendations responded to a recognized need for new statutory provisions governing modern residential tenancies.

The current *Residential Tenancy Act* (1984) instituted a system of shared jurisdiction over urgent residential tenancy disputes. Specific disputes are resolved through arbitration administered by the Residential Tenancy Branch unless: the parties agree to have all disputes resolved by the courts; the parties appoint their own arbitrator to resolve a specific dispute; or, one party obtains a court order removing the dispute from the jurisdiction of the arbitrators.

The arbitration process is designed to provide a relatively inexpensive and quick method of binding dispute resolution which is less formal and more accessible to landlords and tenants than the Supreme or County Courts.

Decision making powers under the legislation are vested in the arbitrators. A decision or order of an arbitrator is enforceable by filing the order in the Supreme or County Court and is reviewable on questions of law or jurisdiction only, under the *Judicial Review Procedure Act*. Six arbitrators appointed by the Minister of Labour and Consumer Services were contracted to provide arbitration and related services to the Residential Tenancy Branch in the fiscal year.

There were 4,233 applications for arbitration processed by the Branch during the reporting period. The most prevalent subject matters of these applications were: disputed notices of termination, orders of possession, applications for early termination and repairs and services.

Public inquiries to the Branch included 105,912 telephone calls and 13,776 in person inquiries during the fiscal year. In addition, 979 information files were initiated by public inquiries.

Information on landlord-tenant matters is provided by the branch's inquiry officers to assist landlords and tenants in resolving problems between themselves or, where such self-resolution is not possible, to enable them to pursue a resolution through arbitration or court action. The inquiry officers are also able to mediate a substantial number of disputes.

In its third year of operation, the Residential Tenancy Branch's priorities included:

- relocation of both Branch offices, with improved facilities for the public;
- revision of procedural manual;
- development of efficiency measures and new computer programs to maintain effectiveness with reduced staff;
- acquisition of improved telephone equipment for information service;
- acquisition of a second facsimile transmission machine to improve service to areas of the province outside the Vancouver and Victoria areas; and,
- initiation of an arbitrator recruitment and selection process.

The main office of the Residential Tenancy Branch is located in Vancouver with a branch office in Victoria. These offices receive arbitration applications, answer public inquiries on landlord-tenant matters and supply prescribed forms and informational material pertaining to the *Residential Tenancy Act*.

Persons anywhere in the province can quickly access branch services through their Government Agent.

Government Agents can:

- supply the public with prescribed forms and informational material;
- receive arbitration applications for immediate electronic transmission to the Branch in Vancouver;
- forward landlord and tenant inquiries to the Branch.

There are approximately 400,000 rental units in British Columbia regulated by the *Residential Tenancy Act*. Residential properties as diverse as basement suites, mobile home pads, highrise apartment buildings and single family homes fall under this legislation.

Approximately 70 per cent of the rental units are located in the Lower Mainland area, with another 10 per cent in the Victoria area and the balance spread throughout the Province. This distribution of rental properties is generally reflected in the origin of the applications received by the Branch.

Actual expenditures for the fiscal year totalled $985,677 while revenues from arbitration filing fees totalled $127,152. The staffing level was reduced from 20 to 17 during the fiscal year.

Table 8 Residential Tenancy Branch Activity Summary

	1986-87	1987-88	% Increase/ Decrease
Arbitration applications	4,210	4,233	1
Monthly average	346	353	
Information files	1,131	979	−13
Monthly average	94	82	
Office attendances	13,275	13,776	4
Monthly average	1,106	1,148	
Telephone inquiries	108,049	105,912	−2
Monthly average	9,004	8,826	
Notice of rent increase	9,427	9,988	6

Arbitration and Information Files Opened

	1986-87	1987-88
Repairs/services	288	252
Order for Possession	2,657	2,760
Early Termination	438	446
Disputed Termination	970	876
Miscellaneous	988	995
Total	**5,341**	**5,329**
Revenues	**$126,210**	**$127,152**
Expenditures	**$747,800**	**$985,677**

Registrar of Cemeteries

The Registrar of Cemeteries administers the *Cemetery Act*, the *Cemetery (Municipal) Act*, the *Cemetery (Company) Act*, the *Cremation Act* and the *Funeral Plan Act*.

Regulatory supervision of this industry dates back to the 1950s.

The Public Utilities Commission was responsible for regulation until 1973 when regulatory jurisdiction was turned over to the Minister of Health Services and Hospital Insurance. Responsibility was transferred to the Minister of Consumer Services in 1974. In 1986 the regulatory jurisdiction was turned over to the Ministry of Labour and Consumer Services.

Funeral homes are not regulated provincially except for the sale of pre-paid funeral plans, which are arrangements whereby consumers pay for funeral services in advance. Funeral homes, however, are subject to general consumer legislation such as the *Trade Practice Act* and *Consumer Protection Act*.

The *Cemetery Act* gives the Minister of Labour and Consumer Services general jurisdiction over all cemeteries, columbaria and crematoria in the Province. The Minister may also make regulations governing these services, subject to the approval of the Lieutenant-Governor in Council.

The current cemetery legislation is explicit in determining how a new cemetery, columbarium, mausoleum or crematorium may be established. While cemeteries, columbaria and mausolea are not licensed provincially, the owner must meet stringent criteria and obtain a Certificate of Public Interest from the Minister before development commences. Crematoria are licensed annually for a $50 fee.

In 1987-88 there were 750 registered cemeteries, 21 crematoria and 6 mausolea in B.C.

Legislation requires that all cemeteries be maintained to an acceptable standard. All commercial, municipal, and some other large cemeteries, are further required to maintain a perpetual care fund, which represents 25 per cent of the price of the sale of all grave spaces in each of the cemeteries, along with a $10 minimum fee for each memorial marker installed. These funds are regarded as trust money in the name of the operators. The principal amount cannot be touched without the permission of the Minister of Labour and Consumer Services. Any moneys earned from the principal may, however, be used for care and maintenance of the individual cemetery.

The Act also regulates closings of cemeteries and their conversion to other uses, such as parks.

Many smaller cemeteries in the Province are on private land and are maintained by boards of trustees appointed under authority of the *Cemetery Act*. There are also many cemeteries on Crown Land. Some are abandoned and others are operated by cemetery boards which are appointed under the *Cemetery Act*.

Reports and statistics are maintained on each registered cemetery and a listing is kept of all funeral homes. Annual reports from all publicly operated cemeteries are filed with the Registrar each year. Financial statements are required from all commercial and municipal cemeteries, as well as those funeral homes that sell pre-paid funeral plans. These documents are reviewed for correctness, including contributions to trust funds and proper operational management. Where problems arise, the Registrar attempts to

rectify the situation. All consumer complaints dealing with both the funeral and cemetery industry are referred to the Registrar's office for resolution or recommendation as to investigative approach.

The Registrar's office maintains regular contact with the B.C. Funeral Service Association, the Cemetery Association of British Columbia, and a number of consumer groups regarding concerns about the two industries. Regular contact is also maintained with financial institutions with respect to legislative requirements or trust moneys required of the cemetery and funeral industries.

Registrar of Travel Services

The Registrar of Travel Services administers the *Travel Agents Act* of British Columbia to ensure that all travel agencies in the Province selling or offering wholesale or retail travel services to the public are registered.

The Office of the Registrar of Travel Services collects initial and semi-annual contributions to the Travel Assurance Fund, and processes and requisitions payments of claims out of this fund under the administration of the Travel Assurance Board.

The Travel Assurance Fund reimburses consumers for prepaid travel services when funds are paid to a British Columbia registrant but the service is not received. Authority for the operation of the fund is the *Travel Agents Act*.

There were 834 registered travel agents and tour wholesalers in British Columbia as of March 31, 1988, a net decrease of 23 from the previous fiscal year. During the year 104 registrants went out of business either through bankruptcy, voluntary surrender of registration or revocation of their license by the Registrar; of these, six resulted in claims against the fund. There were 81 new registrations issued for the same period.

The fund is administered by the Travel Assurance Board which is appointed by Order-in-Council. The board consists of seven members who serve at the pleasure of the Lieutenant Governor in Council. Members of the board as of March 31, 1988 were: Gustav Kroll, Chairman, Jean M. Douglas, David Hardouin, Gerry Manning, Kurt Maurer, Stephen Stackhouse, and James Johnston.

The Travel Assurance Board met eleven times during the year and approved 336 claims for $199,286.64. The total number of consumers affected by these payments was 482.

The fund received revenue of $302,733.27 from registrants and $485,904.77 from recovery of previous losses. The fund balance at the end of the fiscal year was $374,352.65

A loan from the consolidated revenue fund of the Provincial Government was fully repaid, including interest, in December, 1987. This was three years earlier than the scheduled repayment agreement.

Liquor Programs

Liquor Control and Licensing Branch

Mandate

Under the authority of the *Liquor Control and Licensing Act* and Regulations, the Liquor Control and Licensing Branch is responsible for:

- issuing and transferring licenses for the sale of liquor;
- licensing breweries, distilleries and wineries, and their agents;
- inspecting licensed premises to ensure they comply with the law;
- taking appropriate disciplinary action against licensees for contraventions of the *Liquor Control and Licensing Act* and Regulations.

The primary purpose of the licensing process is to maximize economic and social benefits to the community while minimizing the social cost associated with the public consumption of liquor.

It is the Branch's duty to ensure that all licensees comply with the terms and conditions of their licenses and operate their premises in a proper manner according to the law.

The General Manager of the Liquor Control and Licensing Branch is granted authority to supervise the operation of every licensed establishment in British Columbia. The General Manager or his designate can thus issue a warning, and cancel, suspend or refuse licenses.

Grounds for such actions include: non-compliance with the Act or regulations, conviction for an offence related to the establishment, persistent unclean or disorderly conditions, detriment to public interest, and withdrawal of other government authorization necessary to an establishment.

Activities

The 1987/88 fiscal period was a milestone for the Liquor Control and Licensing Branch.

The Liquor Policy Review, announced in the fall of 1986 by Premier William Vander Zalm, was conducted and completed in the spring and summer of 1987. The Review was the first major public study of liquor policy in nearly twenty years.

The Review, chaired by MLA John Jansen along with MLA Jim Hewitt and MLA Larry Chalmers, held sixteen public hearings throughout the province at which almost 400 groups, businesses and individuals made presentations. Over 1,200 letters and briefs were also received as well as numerous signed petitions.

The final report, *Liquor Policies for British Columbians*, was released in June 1987, and contained 99 recommendations directed at improving education and treatment of problems associated with alcohol abuse as well as improving the retail and licensing environment to benefit licensees, producers and the public.

The Jansen Report recommendations were subsequently reviewed by Ministry officials, and the majority of the report's recommendations were forwarded to Cabinet for their consideration in December.

Much of the Branch's time subsequent to the report was spent implementing its recommendations, most specifically in the further codifying of Branch policies, and, in conjunction with the Policy and Legislation Branch, drafting legislative and regulatory amendments to the *Liquor Control and Licensing Act*.

Other major activities during the year included an internal Branch reorganization in the summer of 1987 which increased the number of licensing officers in order to react more quickly to license applications. Changes were made in response to recommendations of an internal audit conducted by the Office of the Auditor General.

Licensing

There are seven categories of licenses.

"A" Licenses: Hotels, resorts, clubs, recreational centres, aircraft, trains, motor vessels, airports, municipally and provincially-owned cultural centres, universities, military messes.

"B" Licenses: Dining establishments primarily engaged in the service of food.

"C" Licenses: Cabarets primarily engaged in providing entertainment.

"D" Licenses: Neighbourhood Public Houses.

"E" Licenses: Sport stadiums or concert halls.

"F" Licenses: Establishments oriented to marine activities (Marine Public Houses).

"G" Licenses: Establishments operating within a world fair or exposition (eliminated December 31, 1987).

A total of 532 new licenses were issued, 12 per cent fewer than the previous reporting year.

Before a license is issued, the applicant and the intended location of the establishment must be pre-cleared to ensure compliance with licensing regulations. Licensing decisions can be appealed to the Minister.

Enforcement

Liquor inspectors work with applicants on pre-clearance matters and play an educational/preventive role with licensees and others, in addition to their enforcement activities. They liaise with police and other government agencies in their geographic areas and observe and investigate licensed establishments. Regular reports are filed with the Branch.

The Police Walk-Through Program is aimed at preventing criminal or disorderly activity by providing a highly visible police presence and by reporting infractions to the Branch. Reports are also submitted on problem-free establishments.

Situations which result in disciplinary proceedings include: service to minors, service after hours, over-service of patrons, serving liquor without food in restaurants, and problems associated with entertainment (usually those which cause or contribute to lack of control in the establishment).

Care is taken to investigate complaints from the public as well as those from municipal governments or other regulatory authorities. Further investigation, a hearing, and warning letters are among the enforcement tools employed by the Branch.

The Liquor Control and Licensing Branch always works closely with the Liquor Distribution Branch in the issuance of special occasion licenses and in identifying liquor infractions.

A number of enforcement decisions were taken to the Commercial Appeals Commission in the reporting year. In all instances, the decision of the Branch was upheld.

Operations

In 1987-88, the Liquor Control and Licensing Branch employed 52 staff (full-time equivalents). Actual expenditures were $2,617,992.

Two Deputy General Managers served under a General Manager. One was responsible for licensing and industry relations, and the other for enforcement.

There were 23 inspectors located throughout the Province. Inspectors serve Greater Vancouver, Vancouver Island, and regional districts which headquarter in Prince George, Fort St. John, Terrace, Kamloops, Kelowna, Penticton, and Creston.

Table 9 Revenues 1987/88

License Issuance Fees	$ 955,600*
Distillers License Fees	9,000
Winery License Fees	8,500
Brewers License Fees	235,820
Special Occasion License Fees	223,410
Liquor Purchase Assessment Fees	16,956,692
Transfer Fees	61,800
Transfer of Shares	18,700
Sundry Receipts	7,403
Total	**$18,476,925**

* Revenue is calculated on an accrual basis. The portion of license renewal fees received between January 1 and March 31, 1987 which are applicable to the 1987-88 period are carried forward.

Remaining Branch staff perform the following functions: records and financial management, licensing administration, data coordination and clerical.

Table 10 Liquor Licenses 1985–88

Liquor Licenses 1987–88

	Total as of 87-04-01	Issued	Cancelled	Total as of 88-03-31
"A" Licenses	1,549	69	39	1,579
"B" Licenses	3,503	435	211	3,727
"C" Licenses	206	13	20	199
"D" Licenses	229	11	3	237
"E" Licenses	18	1	0	19
"F" Licenses	22	3	0	25
"G" Licenses	0	0	0	0
Total	**5,527**	**532**	**273**	**5,786**

Liquor Licenses 1986–87

	Total as of 86-04-01	Issued	Cancelled	Total as of 87-03-31
"A" Licenses	1,599	85	46	1,638
"B" Licenses	3,633	468	214	3,887
"C" Licenses	232	13	11	234
"D" Licenses	239	23	1	261
"E" Licenses	15	12	0	27
"F" Licenses	20	4	0	24
"G" Licenses	0	85	80	5
Total	**5,738**	**605**	**272**	**6,071**

Liquor Licenses 1985–86

	Total as of 85-04-01	Issued	Cancelled	Total as of 86-03-31
"A" Licenses	1,552	72	20	1,604
"B" Licenses	3,406	445	163	3,688
"C" Licenses	231	12	10	233
"D" Licenses	213	14	0	227
"E" Licenses	10	0	0	10
"F" Licenses	15	5	0	20
"G" Licenses	0	0	0	0
Total	**5,427**	**548**	**193**	**5,782**

Table 11 Summary of Liquor Licenses by Category 1987–88

	Renewed	New	Cancelled	Total
"A" Licenses	1,549	69	39	1,579
Public House	14	0	0	14
"A" Pub	415	13	7	421
Combined Pub	13	0	0	13
Lounge	1,092	56	24	1,124
Mess	15	0	8	7
"B" Licenses	3,503	435	211	3,727
Sandwich Shop	25	8	2	31
Beer, Wine and Liqueurs	0	11	6	5
Dining Room	879	180	73	986
Dining Lounge[2]	2,132	187	105	2,214
Dining Lounge/Holding Area	467	49	25	491
"C" Licenses Cabaret	206	13	20	199
"D" Licenses Neighbourhood Pub	229	11	3	237
"E" Licenses Sports Stadium	18	1	0	19
"F" Licenses Marine Pub	22	3	0	25
"G" Licenses	0	0	0	0
Total	**5,527**	**532**	**273**	**5,786**

Table 12 Liquor Enforcement Statistics

	1985–86	1986–87	1987–88
Warning Letters	346	165	216
Hearings	122	112	149
Suspensions	75	70	73

Support Services

Policy and Legislation Branch

The Policy and Legislation Branch serves all program areas of the Ministry and functions as the centre of research and policy expertise.

The Branch:

- provides information and analysis to the Ministry's senior officials and to various associated boards and commissions;
- provides program development and evaluation support to line branches;
- develops and drafts legislation and legislative amendments under direction;
- advises the Minister on arbitration appointments under Section 95 of the *Industrial Relations Act;*
- assists client groups including employers, trade unions, labour lawyers, academics, and consumer and business organizations located across the Province.

Labour Programs

In June of 1987, the Legislature enacted Bill 19 (the *Industrial Relations Reform Act*) which amended the Labour Code and renamed it the *Industrial Relations Act.* The Branch provided continuous support, including background and briefing materials for the Minister, following the introduction of Bill 19 until it was proclaimed on June 26, 1987.

During 1987–88 the Branch contributed to the Ministry's labour program goals by providing information and analysis of policy and legislative options which addressed the Ministry's activities in industrial relations, employment standards and occupational safety. The Branch collected and published data on wage settlement and collective bargaining trends in the Province, and liaised with the newly-formed Industrial Relations Council (IRC) on an as-needed basis. (Note: Section 137.2 of the *Industrial Relation Reform Act* transferred some of the responsibility for the collecting and storing of labour relations and collective bargaining information from the Ministry of Labour and Consumer Services to the Industrial Relations Council. The functional division of responsibility has yet to be determined.)

As in past years, the Branch has been continually involved in policy issues relating to both workers' compensation and occupational health and safety issues. For example, the Branch has been involved with the federal/provincial/industry committee which will be making recommendations on ways of improving safety conditions in Canadian fisheries. In the area of employment standards, a review was made of federal proposals to introduce a wage protection fund for workers who fail to receive wages in bankruptcy situations. The impact of the February 1, 1987, increase in minimum wage levels from $3.65 to $4 an hour were reviewed, and as a result, government decided to increase minimum wage level to $4.50 an hour effective July 1, 1988.

The branch:

- provides ongoing research support to various ad hoc committees;
- reports to Labour Canada on the International Labour Organization (ILO) Conventions;
- reports to the Secretary of State in the area of international human rights;
- represents the Ministry at various federal-provincial meetings at sub-committees of the Canadian Association of Administrators of Labour Legislation (CAALL).

Consumer Programs

The Branch studied a number of federal legislative proposals which may affect B.C. consumers including the *Bankruptcy Act* (which has yet to be introduced to Parliament) and the *Patent Act* (drug patents) which is now in force.

In addition, the Branch participated in federal/provincial working groups established to examine provincial legislation and produce reports in four areas of concern: credit cards, extended warranties, charitable solicitations, and electronic gaming. Work continued on the feasibility and options to consolidate existing cemetery, cremation and funeral legislation into one all encompassing statute. The Branch also helped review legislation and regulations under the *Residential Tenancy and Travel Agents Act*, and, in association with the Ministry of Attorney General, made recommendations to the Justice Reform Committee on ways of settling consumer complaints.

Liquor Programs

Following the reports of the Liquor Policy Review (Jansen) committee in July 1987, and the Task Force on Alcohol and Drug Abuse in the Workplace (Ryan Report) in September 1987, Cabinet accepted and requested implementation of broad policy changes in many areas. Cabinet also requested a review of the options for and against the involvement of the private sector in the sale of alcohol. In response to the Cabinet request, proposals were developed for major changes to the *Liquor Control and Licensing Act*.

A further major impetus in liquor policy review came from the fact that both the Free Trade Agreement negotiations with the U.S. and the GATT panel review affected the way in which B.C. can and should treat home-grown alcohol products. Legislation, subsidies, marketing, and pricing policies for B.C.'s wines were reviewed in response to the Canada/U.S. free trade agreement and GATT decisions. The Ministry, together with the federal government and industry representatives, has now developed a program designed to help B.C.'s grape growers and wine producers adjust to the removal of trade barriers over the next seven years.

Library

The Ministry library, located in this Branch, currently carries over 9,000 titles, plus a collection of journals and government publications. The library is available to the public.

Major library functions are to:

- provide current information, awareness and information referral services to Ministry staff;
- maintain centralized publications ordering and accounts payable;
- provide standardized cataloguing services, and arrange inter-library loans and reference services for the Ministry and outside users.

The library is in the process of converting to the Sydney automated library system, which is scheduled to be operational in October, 1988.

Publications

The Branch generates the following publications:

Collective Bargaining Information (monthly), *Negotiated Working Conditions* (annual), *Calendar of Expiring Collective Agreements* (annual), *Labour Relations Directory* (annual). These publications are available on a subscription basis through Crown Publications Inc.

Table 13 Work Stoppages in British Columbia, 1987 — Three-year Comparison, 1985–1987

	Stoppages			B.C. Workers Directly Involved			Duration in Worker Days		
	1985	1986	1987	1985	1986	1987	1985	1986	1987
Totals for all Industries	88	103	53[a]	10,523	114,830	328,607[a]	164,402	2,965,949	567,741[a]
JURISDICTIONAL CLASSIFICATION									
Provincial	75	87	43	8,800	105,135	30,577	125,777	2,888,022	229,549
Federal	13	16	9	1,723	9,695	12,030	38,625	77,927	52,192
INDUSTRIAL CLASSIFICATION									
Goods Producing	27	41	20	6,182	56,504	5,907	41,696	2,687,878	183,284
Agriculture	—	—	—	—	—	—	—	—	—
Forestry	3	10	3	1,003	28,633	785	2,535	2,098,565	1,450
Fishing	—	1	—	—	4,500	—	—	563	—
Mines[b]	2	4	2	1,400	2,687	1,115	13,027	113,536	1,064
Manufacturing	21	22	15	3,744	663	4,007	26,064	21,037	180,770
Construction	1	4	—	35	20,021	—	70	454,177	—
Service Producing	61	62	32	4,341	58,326	36,700	122,706	278,071	98,457
Transport[c]	20	17	10	2,104	8,928	12,050	49,809	77,108	52,197
Trade	11	9	3	251	295	41	34,433	17,159	5,949
Finance[d]	—	1	—	—	130	—	—	130	—
Community Services	6	7	9	1,073	6,215	24,120	3,881	12,969	29,913
Business[e]	20	12	8	503	581	298	34,344	41,605	10,327
Public Administration	4	16	2	410	42,177	191	239	129,100	71

[a] Preliminary
[b] Includes Quarries and Oil Wells
[c] Transportation, Communication and Other Utilities
[d] Finance, Insurance and Real Estate
[e] Business and Personal Services

Note: The total figure includes an estimated 286,000 workers involved in the June 1st one day protest of proposed labour legislation.

Table 14 Collective Agreements Expiring in 1988 (500+ employees)

Employer or Bargaining Agency	Union, Local	Expiry Date	Employees Covered
Eaton, T. Co.	Eatons Employees Assn.	30 Jan	750
B.C. Road Builders	Labourers, Several Locals	29 Feb	3,000
B.C. Road Builders	Operating Engineers, 115	29 Feb	8,000
B.C. Road Builders	Teamsters, 213	29 Feb	1,000
Fish Proc. Barg. Assn. (Herring Gillnet)	Native Brotherhood	12 Mar	700
Fish Proc. Barg. Assn. (Roe-Herring)	Native Brotherhood	12 Mar	700
B.C. Transit (Office)	OTEU, 378	31 Mar	521
Simon Fraser University	AUCE, 2	31 Mar	525
Vancouver Dairy Industry Agreement	Teamsters, 464	31 Mar	1,132
Fish Proc. Barg. Assn. (Cannery)	UFAWU	15 Apr	2,000
Fish Proc. Barg. Assn. (Fresh & Cold Storage)	UFAWU	15 Apr	1,000
Fish Proc. Barg. Assn. (Salmon Price Agreement)	UFAWU	15 Apr	5,000
B.C. Lithographic Agreement	Graphic Communications, 525	30 Apr	500
CLR	Carpenters, Several Locals	30 Apr	9,000
CLRA	Iron Workers, 97	30 Apr	1,000
CLRA	Labourers, Several Locals	30 Apr	4,725
CLRA	Painters, Several Locals	30 Apr	1,500
CLRA	Teamsters, 213	30 Apr	1,200
CLRA (Heavy Construction)	Operating Engineers, 115	30 Apr	2,300
CLRA (Inside Wiremen)	IBEW, 213	30 Apr	1,500
CLRA (Roofers)	Sheet Metal Workers, 280	30 Apr	600
CLRA (Standard Agreement)	Bricklayers, 1	30 Apr	600
CLRA (Standard Agreement)	Sheet Metal Workers, 280	30 Apr	1,600
White Spot Restaurant & Dinner Houses	Food & Service Workers, 12	04 Jun	1,100
Forest Industrial Relations — Coast Master	IWA, Several Locals	14 Jun	19,000
B.C. Forest Prods. MacKenzie (A B & C Mills)	PPWC, 18	30 Jun	557
Seventy-five Public School Boards	B.C. Teachers	30 Jun	30,000
Canadian Forest Products	IWA, 1-424	30 Jun	740
CONIFER	IWA, 1-424	30 Jun	3,000
Interior Forest Labour Relations Assn.	IWA, Several Locals	30 Jun	5,000
Northwood Pulp & Timber	IWA, 1-424	30 Jun	800
Pulp & Paper Ind. Relations Bureau	CPU, Several Locals	30 Jun	6,500
Pulp & Paper Ind. Relations Bureau	PPWC, Several Locals	30 Jun	5,300
School Districts 7, 13, 14, 15, 21, 22, 23, 89	CUPE, Several Locals	30 Jun	822
Scott Paper	CPU, 456	30 Jun	590
Weldwood Canada (Cariboo Division)	IWA, 1-424	30 Jun	500
Alcan Smelters & Chemicals	CASAW, 1	23 Jul	1,750
B.C. Buildings Corporation	BCGEU	31 Jul	875
B.C. Government (Master)	BCGEU	31 Jul	32,481
Okanagan Federated Shippers LRA	Food & Commercial, 200	31 Aug	1,056
UBC (Teaching Assistants)	CUPE, 2278	31 Aug	1,100
Council of Marine Carriers	Merchant Service Guild	30 Sep	700
B.C. Ferry Corporation	Ferry Workers	31 Oct	1,900
B.C. Hotels Assn. (Province Wide)	Hotel & Restaurant, 4	31 Oct	4,000
B.C. Hotels Assn. (Vancouver)	Hotel & Restaurant, 4	31 Oct	3,000
B.C. Government	Professional Employees	30 Nov	1,100
Westar Mining (Balmer Operations)	Mine Workers, 7292	31 Dec	950

Table 15 B.C. Unions with 5,000 + Members

Union	Members
B.C. Government Employees' Union	44,945
Canadian Union of Public Employees	33,442
B.C. Teachers' Federation	33,210
I.W.A. — Canada	32,730
Hospital Employees' Union	25,000
B.C. Nurses' Union	18,613
Teamsters	18,602
Public Service Alliance of Canada	15,402
Food and Commercial Workers	15,315
Operating Engineers	12,485
Carpenters	11,728
Telecommunications Workers	10,643
Hotel & Restaurant Employees	10,256
International Brotherhood of Electrical Workers	10,129
Labourers	10,098
International Association of Machinists	9,734
United Steelworkers of America	9,232
Canadian Paperworkers' Union	8,691
Office & Technical Employees' Union	8,279
Health Sciences Association	6,566
Pulp, Paper and Woodworkers	6,421
United Fishermen and Allied Workers	6,292
United Association of Plumbers	5,690
C.A.I.M.A.W.	5,331

Finance and Administration Branch

The Finance and Administration Branch provides accounting and administrative services for the ministry including: preparation of annual estimates; budgetary control; preparation and distribution of payroll data; processing of accounts payable; collection of revenue; promulgation of financial policies and procedures; preparation of financial reports and summaries to meet internal and external requirements; and coordination of office accommodation, telecommunication services, vehicle and records management.

The *Financial Administration Act* and central agency policy and procedure manuals guide all government financial and general administration in the ministry. The intent of the legislation is to ensure the proper handling of all public funds by employees of the Crown. This is accomplished by ensuring all financial transactions of the Ministry are properly approved and identified as to their nature, amount, purpose and custodial responsibility.

The Branch also provides support services to the Industrial Relations Council, the B.C. Council of Human Rights, and the Workers' Compensation Review Board.

As of March 31, 1988, there were 32 separate office locations throughout the province for all Ministry programs.

The Summary of Revenue by Source and the Summary of Expenditures by Appropriation for the fiscal year ended March 31, 1988, contained in this annual report have been prepared by management in accordance with the accounting policies adopted by the Province of British Columbia.

Table 16 Summary of Revenue by Source for the fiscal year ended March 31, 1988

	1986–87	1987–88
	$	$
Liquor Control and Licensing	19,272,755	18,476,925
Motor Dealer Licensing fees	247,586	270,282
Residential Tenancy fees	126,130	127,152
Travel Agents fees	123,250	105,455
Industrial Relations Council (previously Labour Relations Board)	75,726	69,632
Debtors Assistance fees	40,070	40,645
Employment Standards fees	24,199	34,722
Crematoria fees	1,000	950
Miscellaneous revenue and credits	50,950	270
Total Revenue	**19,961,666**	**19,126,033**

Table 17: Summary of Expenditures by Appropriation for the Fiscal Year Ended March 31, 1988

Vote No.	Description	TOTAL APPROPRIATIONS Estimated* $	Other Authorizations $	Total $	Actual Expenditure $
46	Minister's Office	236,168		236,168	224,869
47	Ministry Operations				
	—Administration and Support Services	3,922,610		3,922,610	3,516,162
	—Labour Relations	7,604,937		7,604,937	6,911,441
	—Labour Relations Board	3,041,953		3,041,953	1,039,895
	—Workers' Compensation Review Board and Compensation Advisory Services	10		10	(10)
	—B.C. Council of Human Rights	1,181,099		1,181,099	1,070,044
	—Consumer Services	3,759,372		3,759,372	3,717,665
	—Liquor Control and Licensing	2,717,593		2,717,593	2,617,342
	Total Vote 47	**22,227,574**	—	**22,227,574**	**18,872,539**
	Statutory: *Industrial Relations Reform Act, 1987* (SBC 1987, Chapter 24, Section 67)	—	7,063,363	7,063,363	5,940,149
	Total Ministry	**22,463,742**	**7,063,363**	**29,527,105**	**25,037,557**

* After reallocation of funds authorized under the *Supply Act*.

Personnel Services Branch

The Personnel Services Branch provides the following services and functions: recruitment, layoffs, dismissals, classifications, labour relations, staff training, occupational health, occupational safety, compensation, benefit administration, leave management, employee records, and organizational development.

The Branch deals directly with the public seeking employment in the public service and represents the Ministry in matters of concern to the Government Personnel Services Division.

The program is governed by personnel policies of the Government, *Public Service Act, Public Service Labour Relations Act, Human Rights Act,* and is impacted by various collective agreements of public service trade unions.

Services are provided to the executive of the Ministry, employees of the Ministry, program managers of the Ministry, central agencies, and the public.

The Ministry will continue to decentralize the personnel function to the Branch management level where practical over the next fiscal year.

Public Affairs Branch

The Public Affairs Branch, previously known as Communication Services, promotes awareness and acceptance of Ministry programs and legislation by:

- planning and executing effective promotional and informational programs within budgetary confines;
- providing public relations advice and services to the Minister and Ministry officials;
- promoting line branches' activities by producing news releases, brochures, audio-visuals and advertising;
- coordinating media inquiries and Ministry statements.

By providing these services, Public Affairs assists the Minister, the Ministry Executive, and all branches of the Ministry.

Other Related Programs

British Columbia Council of Human Rights is responsible for administering the *Human Rights Act*. Their mandate includes receiving, investigating and adjudicating complaints alleging discrimination contrary to the legislation. The legislation protects the fundamental rights of British Columbians by prohibiting discrimination on the basis of race, colour, ancestry, place of origin, political belief, marital status, physical or mental disability, sex, age or criminal or summary conviction.

The Council is also authorized to approve special programs to assist disadvantaged groups.

(*See* B.C. Council of Human Rights Annual Report for detailed summary of activities.)

Liquor Distribution Branch manages the distribution of beverage alcohol products in the province and retails alcoholic beverages. The branch produces a product guide every second month and handles consumer enquiries regarding prices, stock selection and service.

(*See* Liquor Distribution Branch Annual Report for detailed summary of activities.)

The Industrial Relations Council of British Columbia. New legislation was introduced in July, 1987, which amended the Labour code and brought into being the *Industrial Relations Reform Act*. The IRC has the most comprehensive labour relations jurisdiction in Canada. It continues the adjudicative operations of the former Labour Relations board and also offers dispute resolution services.

(*See* Industrial Relations Council Annual Report for detailed summary of activities.)

The following programs were transferred to the Ministry on April 1, 1988:

Alcohol and Drug Programs, previously with the Ministry of Health, Community Care Services, is responsible for planning, funding and coordinating treatment and prevention programs related to the abuse of alcohol and other drugs.

CounterAttack is a crime prevention program aimed at reducing the frequency and severity of alcohol-related traffic accidents. The CounterAttack Program consists of three inter-related aspects: visible law enforcement, public education, and research and evaluation.

(For detailed reports on these activities, see annual reports of the Ministry of Health and the Ministry of Attorney General.)

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Victoria, 1989